

SECTION VI
2013 DEPARTMENT ON AGING
PROGRAM/SERVICE GUIDELINES

A. Service Delivery Guidelines

The applicant for Department on Aging funding to develop and support **Outreach and Services to Lesbian, Gay, Bisexual, and Transgender (LGBT) Older Adults** must comply with and incorporate the following:

Where indicated, the applicant must include a description of how they will meet specific guidelines in the appropriate sections of Exhibit I.

1. Program Activities

- a. The applicant must clearly demonstrate how their proposed program will work effectively to meet the unique service needs of LGBT older adults, including staffing, facilities, administration, and financial oversight. **(2.0 Program Summary)**
- b. The applicant must clearly demonstrate how their proposed program will provide outreach and program information to LGBT older adults. **(2.0 Program Summary)**
- c. Per standard operating procedure, case note documentation is required to reflect progress with the care plan, to verify allowable activity and time spent, to communicate with all authorized providers, and to meet internal and external quality standards. In addition, care note documentation should follow a standardized format with care content guidelines. The format should include the following:
 - Date of contact
 - Description of the contact
 - Relation of the contact to the plan of care
 - Time spent on the contact activity
 - Author of the case note

The applicant must also clearly demonstrate the ability to maintain client files, including the following: enrollment form, a log of client/case manager activities (see format bullets listed above), client acknowledgement of agency contribution policy, a notice of termination when service has been completed, and any other information pertinent to the provision of client services. **(2.0 Program Summary)**

- d. The applicant must clearly demonstrate that program staff will maintain a centralized file. **(2.0 Program Summary)**
- e. The applicant must clearly demonstrate how they will carry out the activities necessary to administer and maintain the proposed program. **(2.0 Program Summary)**
- f. Applicants must clearly describe their emergency plan for maintaining the provision of services to older adults through this program in the event of emergency. **(2.0 Program Summary)**

g. The applicant must clearly demonstrate a plan to provide educational programs to service providers within the Milwaukee community about the unique needs of LGBT older adults. One of these programs will be provided to the Milwaukee County Commission on Aging Advisory Council in 2014. **(2.0 Program Summary)**

h. The applicant must demonstrate the ability to coordinate this program with other agencies providing services to LGBT persons, particularly for client referrals. Linkage agreements are encouraged. **(2.0 Program Summary)**

i. The applicant must clearly demonstrate a plan to coordinate this program with the Department on Aging case managers and community partners when needed. **(2.0 Program Summary)**

j. The applicant must clearly demonstrate strategies for resource development and fundraising to enhance program services. **(2.0 Program Summary)**

k. The applicant must clearly demonstrate a willingness and ability to advocate on behalf of older adults, including a commitment to consistently attend and participate in Commission on Aging Advocacy Committee meetings. **(2.0 Program Summary)**

l. The applicant will assist clients in taking advantage of benefits under other programs. **(2.0 Program Summary)**

m. The applicant must implement educational programs and forums for groups of LGBT older adults designed to increase awareness and knowledge of available services, benefits, and programs for older adults. **(2.0 Program Summary)**

n. The applicant must include access to information, links, and support for LGBT older adults through an agency web site. **(2.0 Program Summary)**

o. The applicant must demonstrate a willingness to perform other activities that may be agreed upon and included in the Department on Aging contract. **(2.0 Program Summary)**

p. The applicant will work to develop an active volunteer program. **2.0 Program Summary)**

2. Unacceptable Program Activities

a. Activities unrelated to the Department on Aging service contract. **(2.0 Program Summary)**

3. Eligible Clients

a. All LGBT older adults in Milwaukee County over 60 years of age. **(2.0 Program Summary)**

4. Generation of Clients

a. The applicant must clearly demonstrate how they will generate potential clients for the program. **(2.0 Program Summary)**

5. Program Personnel

- a. The applicant is expected to submit job descriptions for all positions receiving full or partial Department on Aging funds. **(Required Appendices 1, Job Descriptions)**
- b. Recognition will be given to those programs which will employ older adults aged 45 or over. **(3.0 Program Staffing Information)**

6. Program Coordination

- a. The applicant must demonstrate how they will establish or maintain linkages with the Department on Aging and other programs/services for LGBT persons in Milwaukee County. **(2.0 Program Summary)**

7. Program Goals and Objectives

- a. The applicant must specify the program objectives, methods, and time frame to achieve objectives for the Outreach and Services to LGBT Elderly program, such as anticipated number of clients served, number of volunteers recruited, number of training sessions to be held, and other expectations of the program. **(2.0 Program Summary)**
- b. A most recent strategic plan or a detailed summary that outlines activities (fund development, and leadership transition, etc.) for the applicant agency should be included in the program application. **(2.0 Program Summary)**
- c. Other general agency planned outcomes will be included in the program application. **(2.0 Program Summary)**

8. Reporting and Billing Requirements

- a. Providers must submit to the Department on Aging a monthly bill for services provided and any appropriate service reports by the fifth working day of each month. **(2.0 Program Summary)**

9. Contributions

- a. The applicant agrees to provide all clients with the opportunity to make a voluntary contribution toward the cost of Outreach and Services to LGBT Older Adults in accordance with prevailing Department on Aging policy. Contributions will be reported in monthly billing reports in the month received and used for Outreach and Services to LGBT Older Adults program enhancement. **(2.0 Program Summary)**
(See also Section V, Contribution Section)

10. Performance Measurement

- a. The provider must work toward achieving identified outcomes and participating in all required data collection. **(2.0 Program Summary)**

- b. Required outcomes will be identified by the Department on Aging contract manager in cooperation with the provider.

11. Insurance Requirements

Applicants must maintain minimum insurance coverage determined by the Milwaukee County Risk Manager in the following areas:

- (1) General liability,
- (2) Automobile liability,
- (3) Worker's compensation, including a waiver of subrogation;
- (4) Employee dishonesty; and
- (5) Milwaukee County listed as an additional insured

The Department on Aging will not award a contract unless the applicant secures adequate coverage, as defined by County, and provides certificate(s) of insurance that include all items listed above.